

123Telecom Code of Practice

This Code of Practice covers the business activities of 123Telecom Limited. The purpose of this code is to provide our customers with a clear understanding of the policies, products, services and support services that we offer. The products and services we offer are subject to availability and may be changed from time to time – please refer to our website at www.123telecom.co.uk for details, or contact us directly on the number listed below.

This code also explains how our customers may contact us and certain other independent organisations in the communications industry.

About 123Telecom Limited

123Telecom Limited are an independent & privately owned tier-1 reseller licensed by Ofcom to provide communications products & services.

123Telecom Limited supply high quality telecommunications services to Businesses, Local Authorities and Charities looking to reduce their communications costs whilst increasing the quality of their customer care.

Our ability to deliver quality solutions backed by excellent technical support has earned high praise from our customers over the years. Our aim is to retain customers for life by going that extra mile.

Contact Details

123Telecom Limited

12 – 13 BSC Centre
Innovation Quarter
Hood Road
Barry
CF62 5QN

Phone: 0800 8494 123

Fault reporting phone: 0800 0195 841

Fax: 0800 8494 124

E-mail: team@123telecom.co.uk

Website: www.123telecom.co.uk

Our Products

123Telecom Limited provides a wide range of communications services.

Analogue Line Rental
ISDN Line Rental
Telephone calls
NGN inbound calls
Business Broadband
ADSL2+ Broadband
Bonded Broadband
Website and E-mail hosting service

You can apply for any of our services by simply downloading and filling out an application form from our website www.123telecom.co.uk

If you require further details of any of our services our website has several FAQs as well as more detailed price lists. If you still have questions that you feel our website fails to answer please don't hesitate to contact us and ask our customer support team on 0800 8494 123.

Prices / Tariffs

For Prices and further details please visit our website www.123telecom.co.uk where up to date price lists and FAQs are available to download.

Alternatively information on Pricing and Tariffs are available from our Customer Support personnel via the contact information above.

We occasionally have temporary special offers available to either new or existing customers, for further details of these please keep an eye out for emails and updates to our websites' Special Offers page.

Billing Information

123Telecom Limited bill at the beginning of each month. We bill line rental (and Services, Broadband ect) in advance, and calls for the previous month. We offer detailed billing itemisation sent electronically by E-mail but also send invoices via post.

Our preferred method of billing is Direct Debit.

Support Services

Customer satisfaction is the most important aspect of our business as such technical and customer support is available on 0800 8494 123:

Normal Office Hours: 8:30am to 5:30pm Mon-Fri (exc Bank Holidays)

Accounting Queries 9:30am to 2:30pm Mon-Fri (exc Bank Holidays)

Standard care fault reporting 8am to 5pm Mon-Fri (exc Bank Holidays)
Standard care fault reporting line: 0800 0195 841

Prompt care fault reporting 8am to 5pm Mon-Sat (exc Bank Holidays)
Prompt care fault reporting line: 0800 0195 841

Total care fault reporting 24 / 7 - 365 days per year
Total care fault reporting line: 0800 0195 841

Standard Contract Conditions

123Telecom limited pride ourselves on fairness and our easy in easy out contracts are just one example of this. Full terms and conditions can be found on all Application and Order forms and may vary depending on the service.

Complaints and Dispute Resolution

We are committed to addressing any complaints as fairly as possible and within a reasonable time. If you have cause to complain about our service, please don't hesitate to contact us via any of the methods above, we will do our utmost to resolve the situation as quickly as possible.

We are registered with the Office of Telecommunications Ombudsman (Otelco) which is an independent body that has been approved by the communications regulator, Ofcom, to handle disputes between communication companies and their customers, their contact details can be found below. If we fail to resolve your complaint to your satisfaction within a reasonable amount of time you may wish to refer your complaint to them.

For further Queries on anything you feel may not have been covered in this code of practice please do not hesitate to contact us on 0800 8494 123.

Other Organisations

Office of Communications (Ofcom)

Riverside House
2a Southwark Bridge Road
London
SE1 9HA

Phone: 020 7981 3000
Fax: 020 7981 3333
E-mail contact@ofcom.org.uk
Website www.ofcom.gov.uk

Ofcom is the main regulator for the UK Communications industry.

Office of the Telecommunications Ombudsman (Otel)

Wilderspool Park
Greenall's Avenue
Warrington
WA4 6HL

Phone: 0845 050 1614
Fax: 01925 430059
E-mail: enquires@otelo.org.uk
Website: www.otelo.org.uk